

**Liaison Report (Karyl Matsumoto)
Summary of San Mateo County Transit District's (District)
Meeting of December 2, 2015**

**AGENDA ITEM # 7
DECEMBER 3, 2015**

The Community Relations Committee and Board

Tina Dubost, Manager, Accessible Transit Services, said staff has been working with paratransit customers informing them of the fare increase in January approved at the November 4 Board meeting.

Mike Levinson, Chair, Paratransit Coordinating Council (PCC), said the PCC was at Seniors on the Move and the event was well attended. On December 17 at 11:30 a.m. the PCC will be caroling on the Coastsides at 925 Main Street in Half Moon Bay.

Patrick Thompson, Market Research Specialist, presented the results of the paratransit customer survey (attached).

John Baker, Chair, Citizens Advisory Committee (CAC), said the CAC did not have a November meeting and are having their holiday reception and meeting tonight. The CAC will be receiving the paratransit customer survey presentation.

Michelle Bouchard, Chief Operating Officer, Rail, presented the Mobility Management Report – Caltrain (attached).

Average Weekday Ridership – October 2015 Compared to October 2014

Bus: 46,820, a decrease of 1.1 percent

All modes: 172,770, a decrease of 1.1 percent

Received an overview of Social Media Properties and Program Growth. SamTrans has over 3,500 followers on social media.

The Finance Committee and Board

Accepted the Statement of Revenues and Expenses for June 2015 (unaudited).

Accepted the Statement of Revenues and Expenses for October 2015.

Authorized the Filing of an Application for Federal Transit Administration Formula Program Funding in the Amount of \$30,238,196 and Commit to Providing \$7,299,984 in Local Matching Funds for Bus Replacement Projects and Americans with Disabilities Act Operating Subsidy. The projects being funded are the replacement of 60 2003 Gillig buses, replacement of 55 articulated buses, replacement of paratransit cutaways and replacement of minivans.

Authorized the Purchase and Delivery of Five Non-Revenue Support Vehicles Through the State of California's Competitively Bid Contract for a Total Cost of \$142,038.

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The Legislative Committee and Board

The State Legislature is still out on recess and will reconvene on January 4.

Last month Congress passed another short-term Surface Transportation Extension bill providing lawmakers another two weeks to resolve critical difference between the House and Senate's multi-year transportation spending plans. The extension will continue Federal funding of surface transportation programs through December 4. The House and Senate Conference Committee members reached an agreement on a five-year \$281 billion transportation bill that staff hopes will put an end to additional temporary extensions.

The Fixing America's Surface Transportation (FAST) Act will increase funding to States by 5 percent in Fiscal Year (FY) 2016, rising to 15 percent in FY2020. The measure calls for spending approximately \$205 billion on highways and \$48 billion on transit over the next five years. The bill also includes nearly \$200 million for railroad positive train control projects and an increase on liability claims faced by railroads from \$200 million to \$295 million. Some of the funding of the bill is derived from the gas tax, selling oil from the nation's emergency stockpile and taking money from a Federal Reserve account that helps pay for potential losses. The House and Senate must still vote on the final bill. Passage is expected by Friday when the extension currently in place is set to expire.

Planning, Development and Sustainability Committee

Received the Capital Projects Quarterly Status Report – 1st Quarter Fiscal Year 2016.

The Board of Directors

Shirley Harris, Chair, appointed Directors Jeff Gee, Karyl Matsumoto and Charles Stone to the Nominating Committee for the election of 2016 officers.

Jim Hartnett, General Manager/CEO recognized Rodolfo Chavez with a 30-Year Safe Worker Award.

Mr. Hartnett reported:

- Staff felt the Board workshop was very productive. The top five topics that staff took away from the workshop and are starting to have discussion on are:
 - Engagement of private sector companies
 - Ease of use of system or access to system
 - Flexible approach to how service is provided
 - Filling workforce vacancies and employee development
 - Workforce housing.

In January there will be a report on staff's progress on the adopted Strategic Plan and the goals within the Plan.

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- SamTrans will be providing a bus bridge on December 19 to support Caltrain during the construction of replacing the Monte Diablo Avenue Bridge in San Mateo.
- Miles between service calls continues to exceed the monthly goal.
- Investment in human capital continued with over 600 hours of training in November.
- The current class of 14 bus operators will graduate in January.
- Ten part-time bus operators will be promoted to full time in January.
- Operations Planning staff has completed the January 2016 runbook changes which includes additional weekend service on Route 294.
- The Holiday Train will operate the weekend of December 5 and 6. Since the inception in 2001 more than 50,000 toys have been collected.
- SamTrans will participate in the Redwood City Hometown Holidays parade with a decorated SamTrans bus.
- The District partnered with radio station 96.5 KOIT for a "Stuff the Bus" food campaign at Tanforan Mall. Over 15 boxes of food were collected along with monetary donations.
- As directed by the Board at their last meeting, Contracts and Procurement staff and legal counsel conducted a thorough review of the bids received for the San Carlos Parking Lot Project. It was determined that Interstate Grading and Paving is a responsive and responsible bidder. He signed the contract on December 1. The process has been updated to provide additional due diligence for future contracts.

The next regular meeting of the Board is scheduled for Wednesday, January 6, 2016 at 2 p.m.



Paratransit Customer Survey Key Findings

SamTrans Board Meeting
December 2, 2015
Agenda Item 4



Purpose

- Obtain ridership characteristics of Redi-Wheels and RediCoast customers (e.g., demographic and trip purpose)
- Assess key customer satisfaction components
- Collect other information: whether ride fixed-route, how obtain information, cell and internet usage
- Ask about overall experience as well as recent trip

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Methodology

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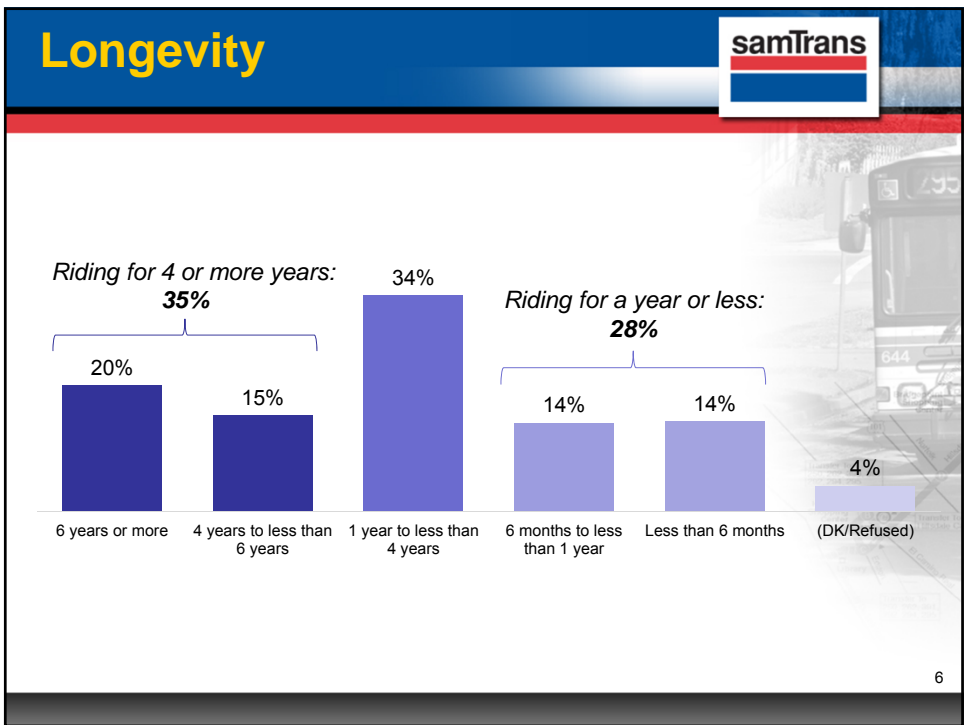
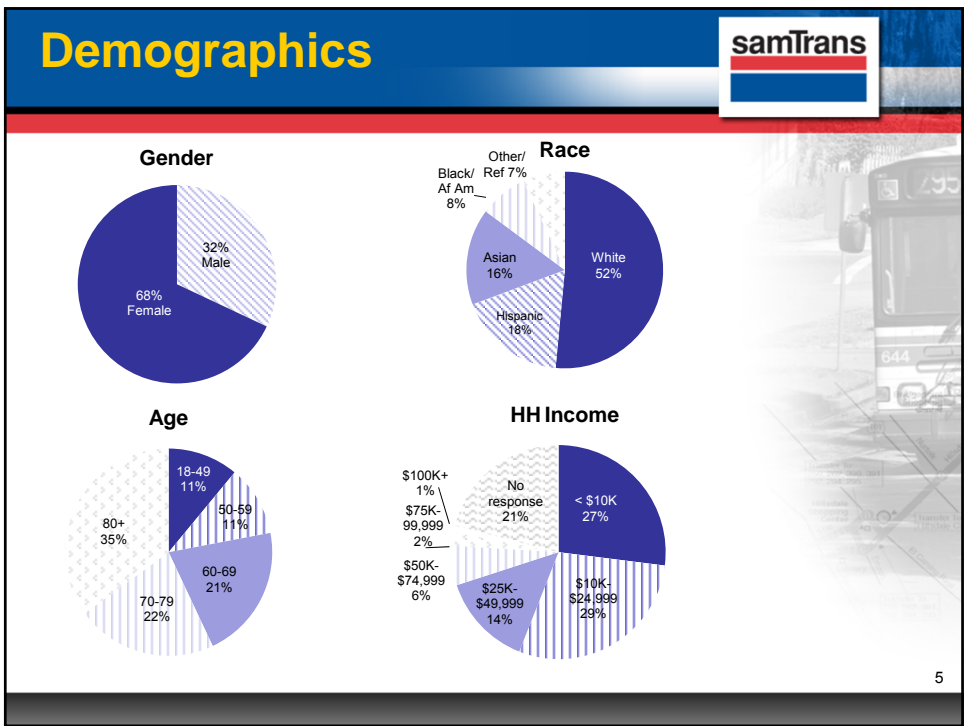
- Telephone survey of Redi-Wheels and RediCoast customers
- Conducted by EMC Research
- 500 completed surveys (464 English, 25 Spanish, 6 Cantonese, 5 Tagalog)
 - 439 customers
 - 61 customers' caregivers or family

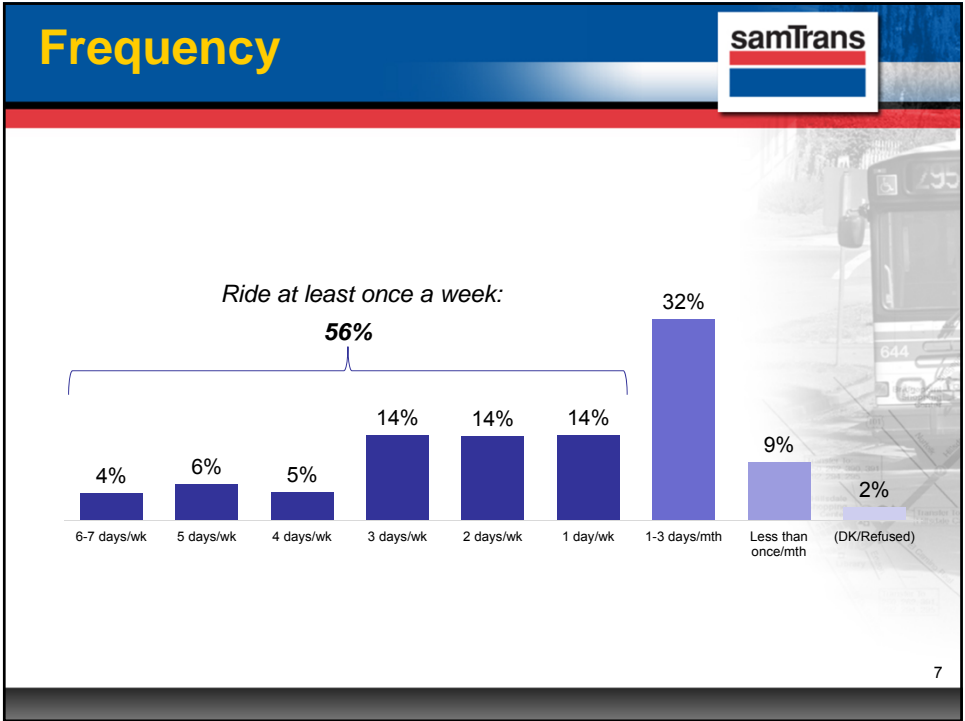
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Rider Characteristics

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Reason for Riding

Condition	%
A mobility impairment (whether use wheelchair or walk)	56
A cognitive disability or cognitive/mental impairment (e.g., Alzheimer's, mental illness, stroke)	12
Blindness or low vision	11
Frailty or a problem with energy (e.g., asthma, HIV/AIDS, congestive heart failure)	9
Arthritis	7
Other health issues (e.g., kidney disease, cancer, diabetes) or unspecified	15
Don't know/refused	4


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Recent Trip Ratings



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Satisfaction

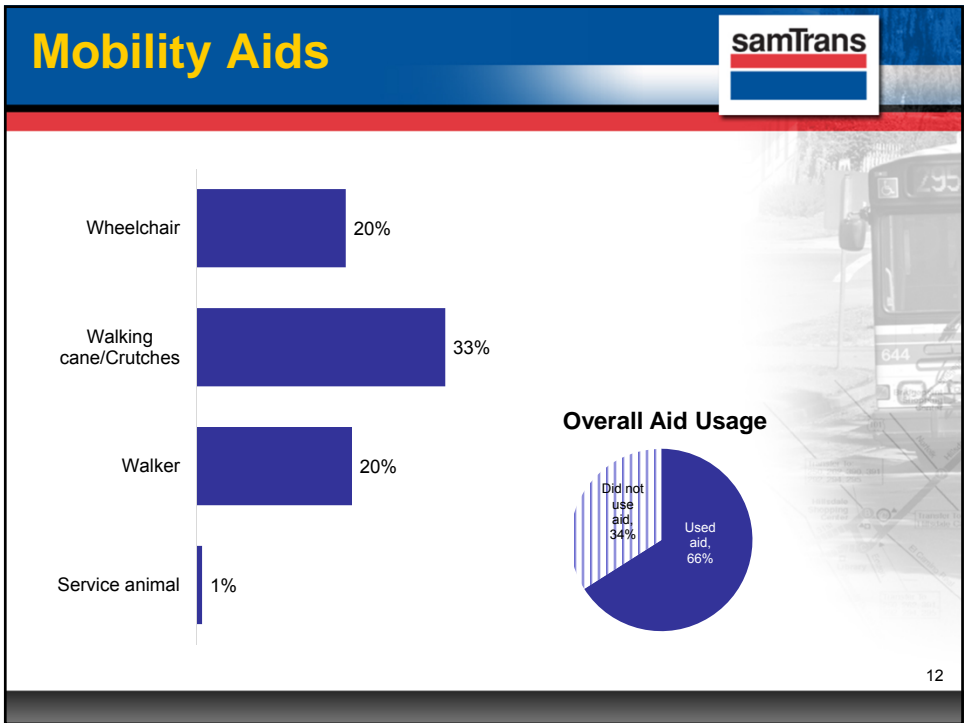
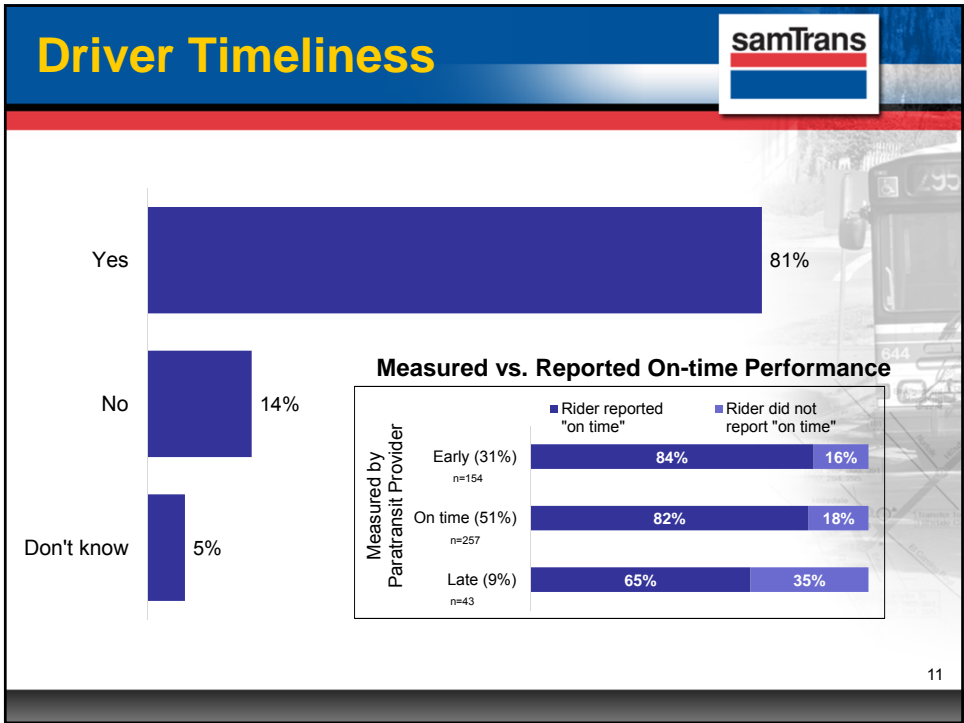
- Ratings for overall trips are similar to recent trip

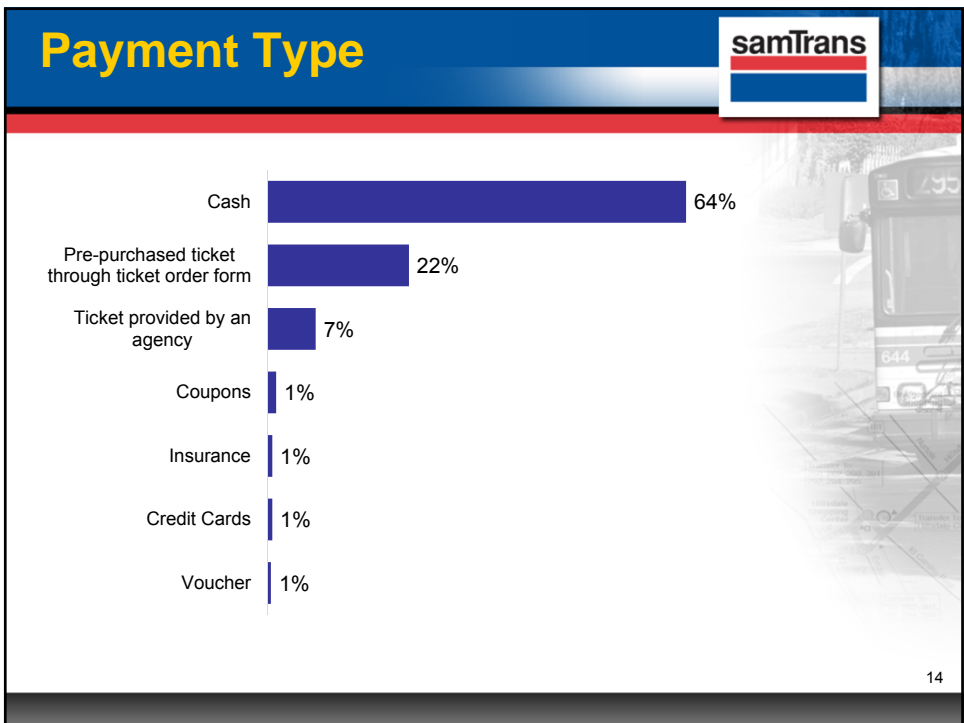
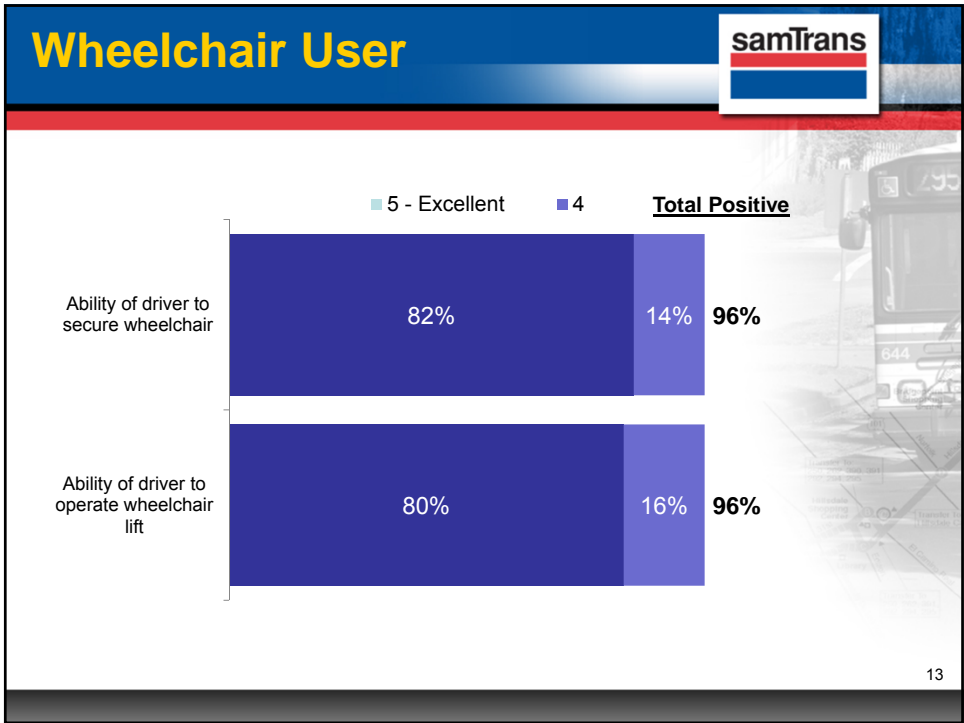
■ 5 - Extremely satisfied ■ 4 ■ 3 ■ 2-1 - Unsatisfied ■ DK

Category	5 - Extremely satisfied	4	3	2-1 - Unsatisfied	DK
Overall quality of service	61%	21%	9%	7%	2%
Safety of the driver in operating the vehicle	79%	14%	4%	3%	0%
Assistance received from the driver when entering and exiting...	75%	14%	5%	2%	4%
Reservation process	71%	18%	6%	3%	1%
The patience and sensitivity of the driver	69%	20%	6%	3%	2%
The vehicle	69%	16%	7%	5%	3%





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Main Purpose of Trip





Purpose	%
Medical appointment other than dialysis or rehabilitation	51
Errands (grocery shopping, bank, drug store, hair appointment, shopping)	12
Visiting/recreation/social/out for a meal	8
Physical therapy/rehabilitation	5
Renew Redi-Wheels certification	5
Other* (e.g., dialysis, employment, school, visit a place of worship, pick up prescriptions)	17
Don't know/refused	2

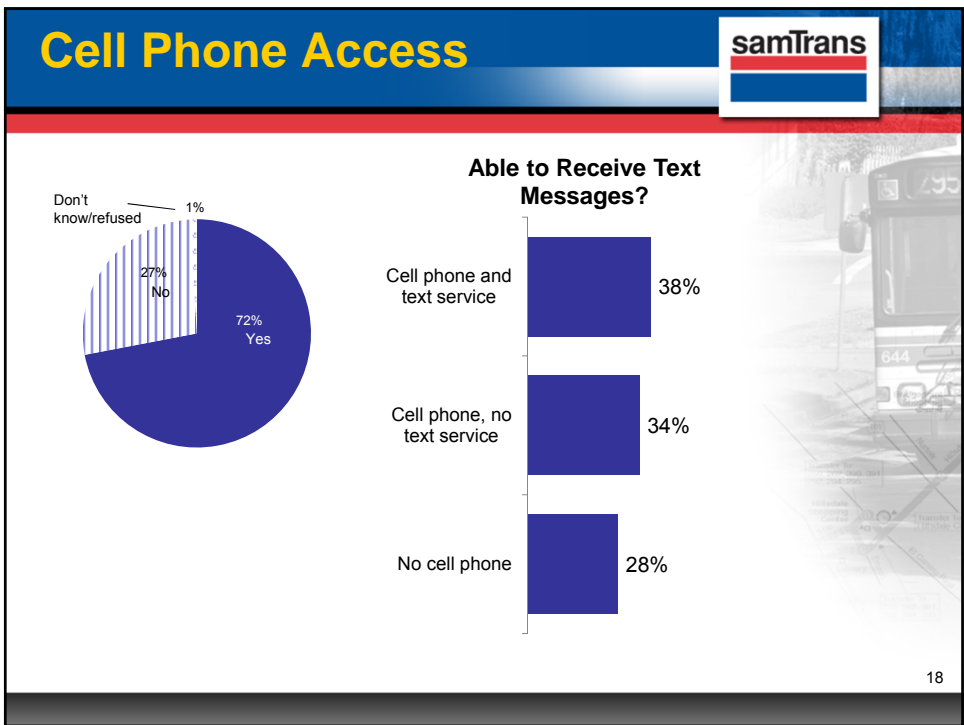
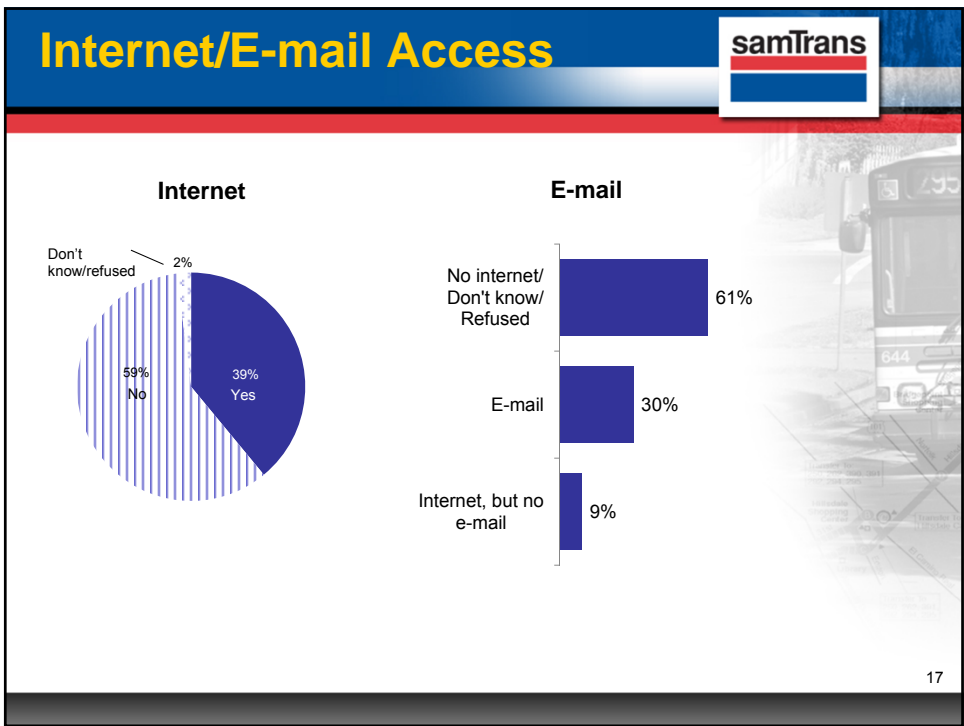
*3% or less each

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Internet & Cell Phone Use



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Next Steps



- **Improve customer communications and outreach**
 - For example, be more clear about the 20 minute pick-up window
- **Use results for trend analysis**
 - Conduct survey every 3 years

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Questions

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Mobility Management: Caltrain

Community Relations Committee
San Mateo
December 2, 2015
Agenda Item 6

Presentation Outline



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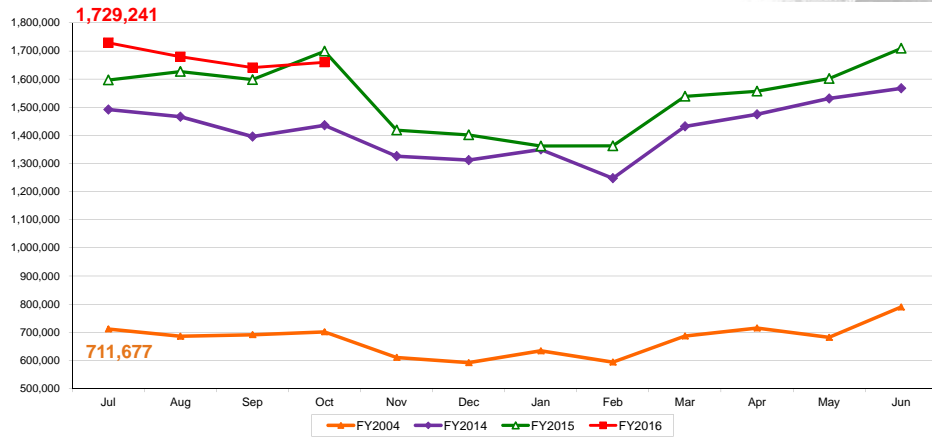
- Operating Statistics
- Other Service Initiatives
- San Mateo Bridge Project
- Summary



Caltrain

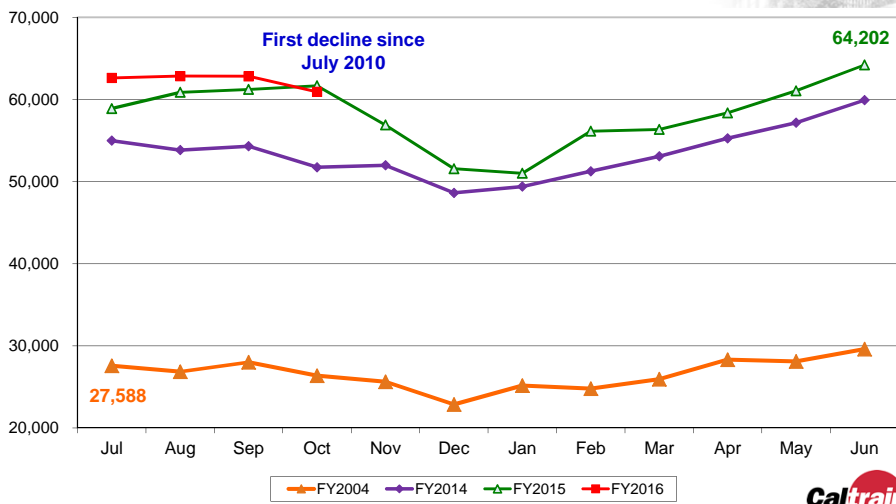
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Monthly Ridership



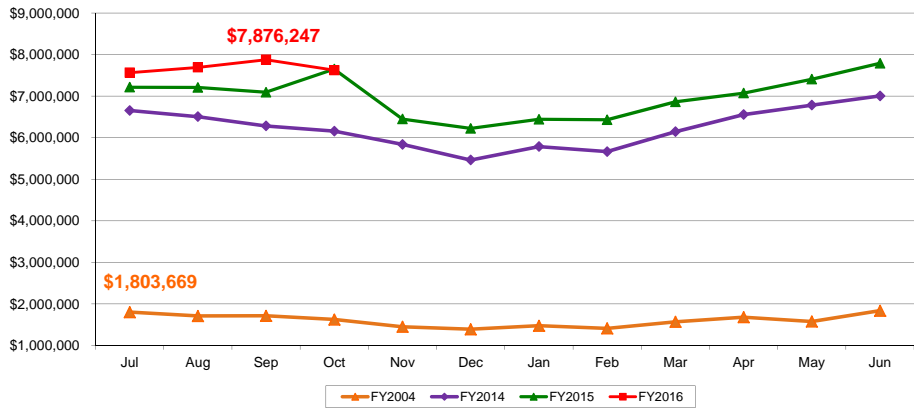
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Average Weekday Ridership



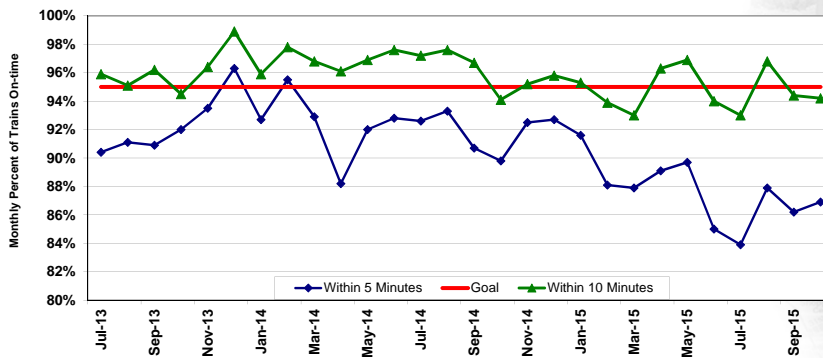
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Fare Revenue



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On-time Performance



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Other Service Initiatives

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- Holiday Train
- 49ers and Superbowl 50
- Stanford Football
- San Jose Sharks, etc.
- Free service New Year's Eve starting at 8 pm

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San Mateo Bridges – Tilton Avenue

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Demolition of the existing bridge structure



San Mateo Bridges – Tilton Avenue

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Installation of Precast Bridge Abutment



San Mateo Bridges – Tilton Avenue

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Installation of New Bridge Superstructure



Summary

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- 10 years of Baby Bullet service is setting all-time records – ridership, ridership up nearly 1.5 times since 2004
- Farebox revenue is setting all-time records, revenue is up more than 330% since 2004
- OTP is below 95% goal, success of crowded trains
- Much Other Service being provided
- Tilton Avenue Bridge replaced
- Monte Diablo Avenue to be replaced in December

Caltrain
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